Inspector General of the Marine Corps

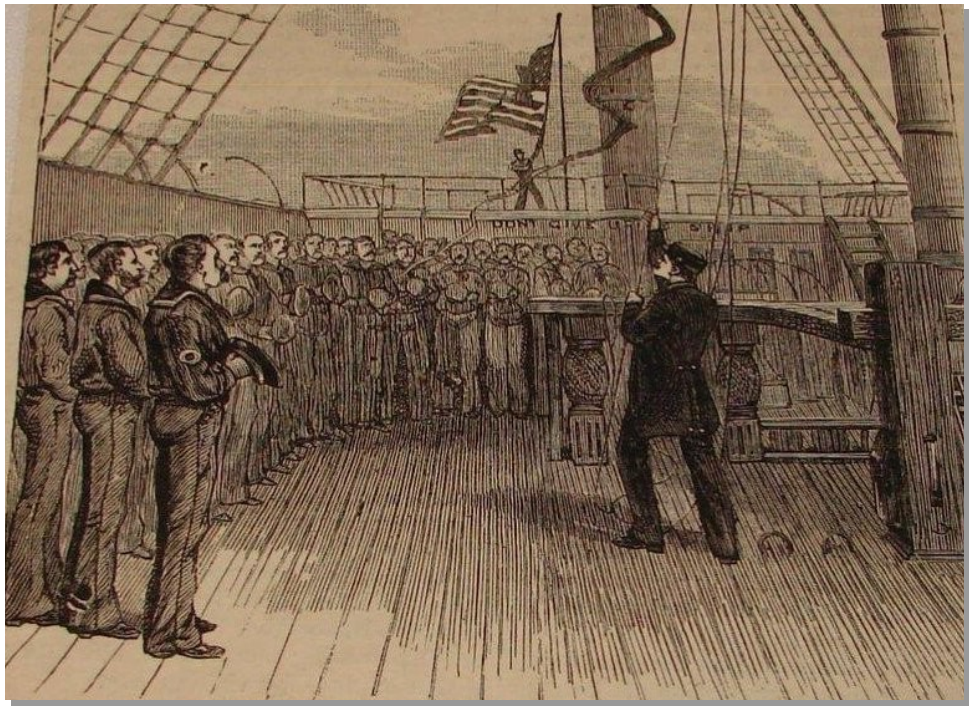
Commandant's Request Mast Program IG Symposium 2014 Facilitator's Guide

Request Mast Overview

- History of Mast
- Purpose of Requesting Mast
- Policy for Request Mast

History of Mast

- Naval Tradition
- Commander's interaction with ship's crew
  - Dispense Punishment
  - Present Awards
  - Accept Grievances
- All ship's crew had guaranteed right to speak to their Commander.
- Solutions were not guaranteed.



Purpose of Request Mast

- Allow grievances to be brought before the commander.
- Should never supplant informal discourse.
- Provides exigent processing of concerns.

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- Provic er.

Request Mast Policy

According to Marine Corps Order 1700.23F, it is **"the right of all Marines to directly seek assistance from, or communicate grievances to, their commanding officers."** A Marine has "the opportunity to communicate not only with his or her immediate commanding officer, but also with any superior officer in the chain of command up to and including the Marine's commanding general."

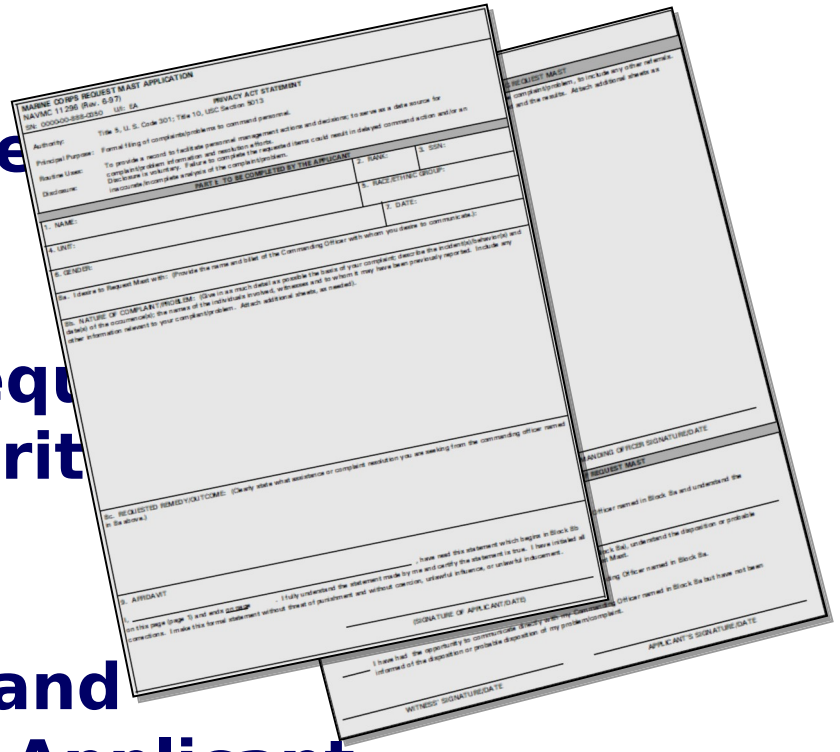
- **NAVMC 1700.23F (order)**
- **NAVMC 11296 (form)**
- **Any established avenue of redress?**
- **Is this appropriate for Mast?**
  - **Nuisance Request**
  - **UCMJ & ADSEP**
    - **contemplated, pending, in progress, or final**
  - **Administrative Action**
  - **Manpower Management**

The Chain of Command

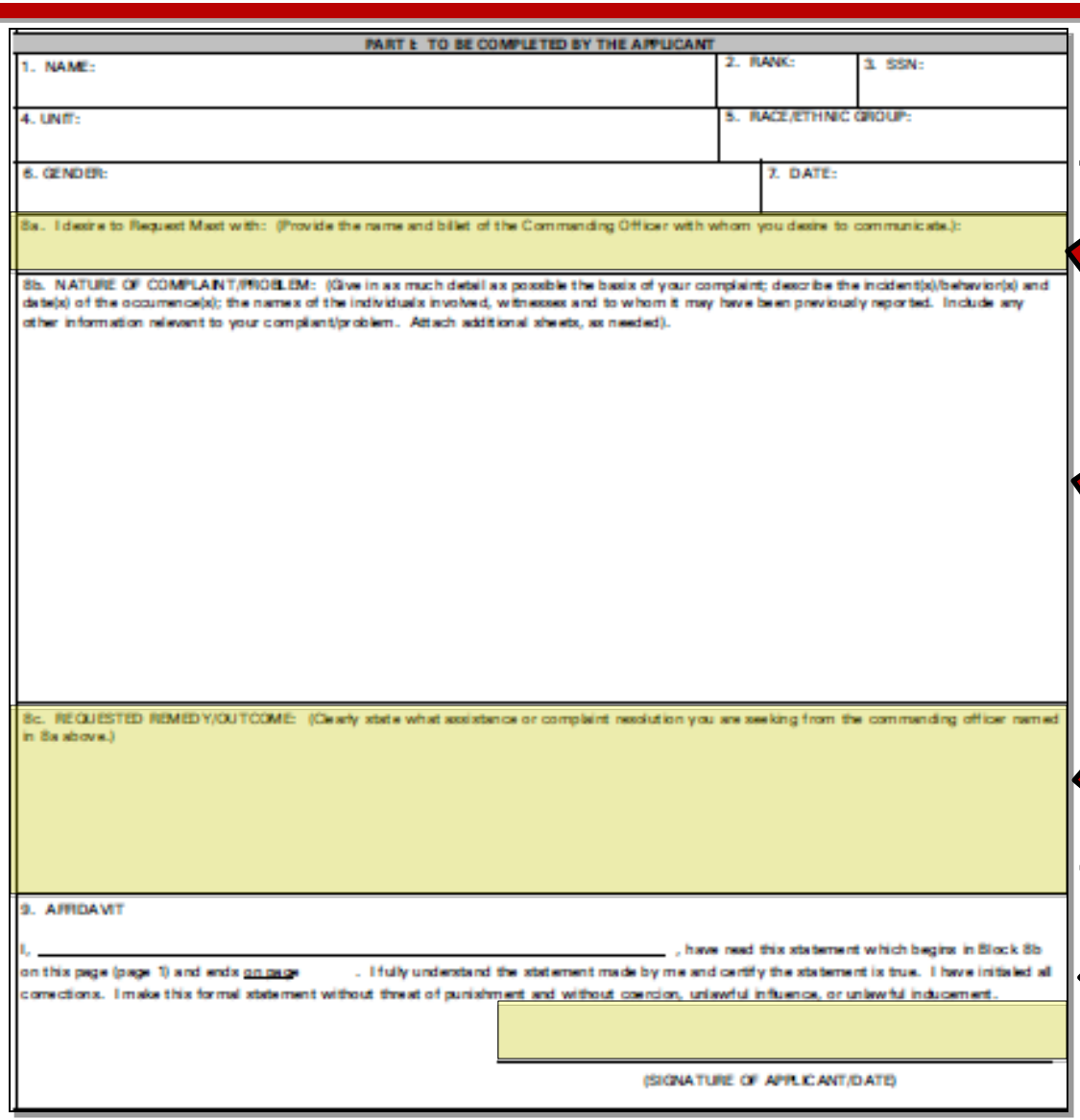
- **Only Officers with NJP Authority**
  - May be I&I or OIC, or Acting
- **Up to 1st General Officer**
  - or designated O-6, GCMC
- **Any level may be bypassed**
- **All levels should try to resolve**
- **May be withdrawn at any level**
  - Kept for the record, 2 years
- **CG's Eyes Only**
  - Bypass must explained
  - May be facilitated by IGs
- **May be Denied as**

Request Mast Procedure

- NAVMC 11296 (6-97)
  - Filled out, signed & date
- Role of the Applicant
  - Be truthful give facts
  - Cover letter if sealed requ
- Role of the Chain of Authorit
  - Expedite request
  - Do not try to resolve
- Role if the Chain of Command
  - Expedite audience with Applicant
  - Try to resolve at the lowest level of command
  - Explain disposition, delays, and denials
  - Forward request up the chain if required
  - REPORT to CG any denials


MARINE CORPS REQUEST MAST APPLICATION
NAVMC 11296 (Rev. 6-97)
PRIVACY ACT STATEMENT
PART II TO BE COMPLETED BY THE APPLICANT

Request Mast Procedure



PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME: | 2. RANK: | 3. SSN:

4. UNIT: | 5. RACE/ETHNIC GROUP:

6. GENDER: | 7. DATE:

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

_____

(SIGNATURE OF APPLICANT/DATE)

Personal, contact, and biographical data.

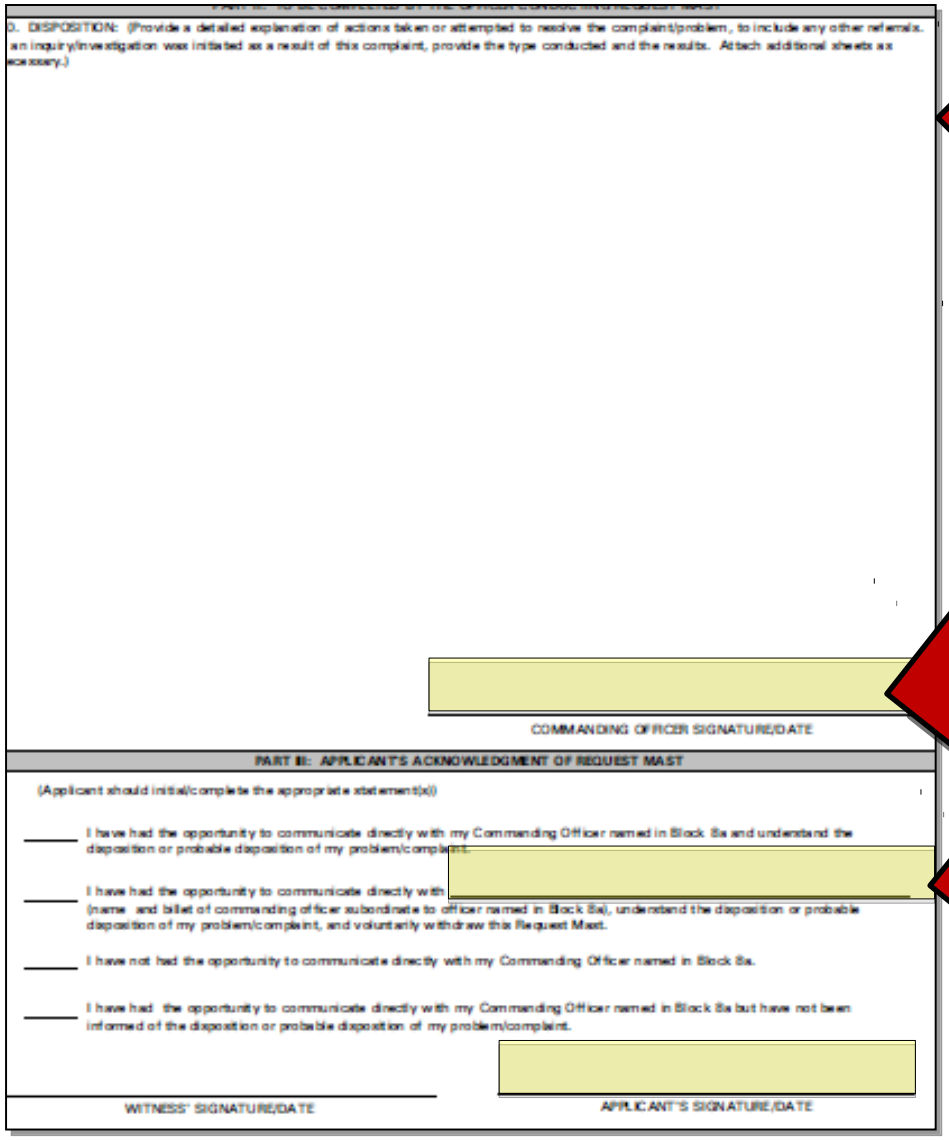
What Commander is requested?

What is the problem?

What is the solution?

Legal affidavit must be signed and dated. "Starts the Clock"

Request Mast Procedure



D. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals, an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

COMMANDING OFFICER SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

How did each Commander engage?

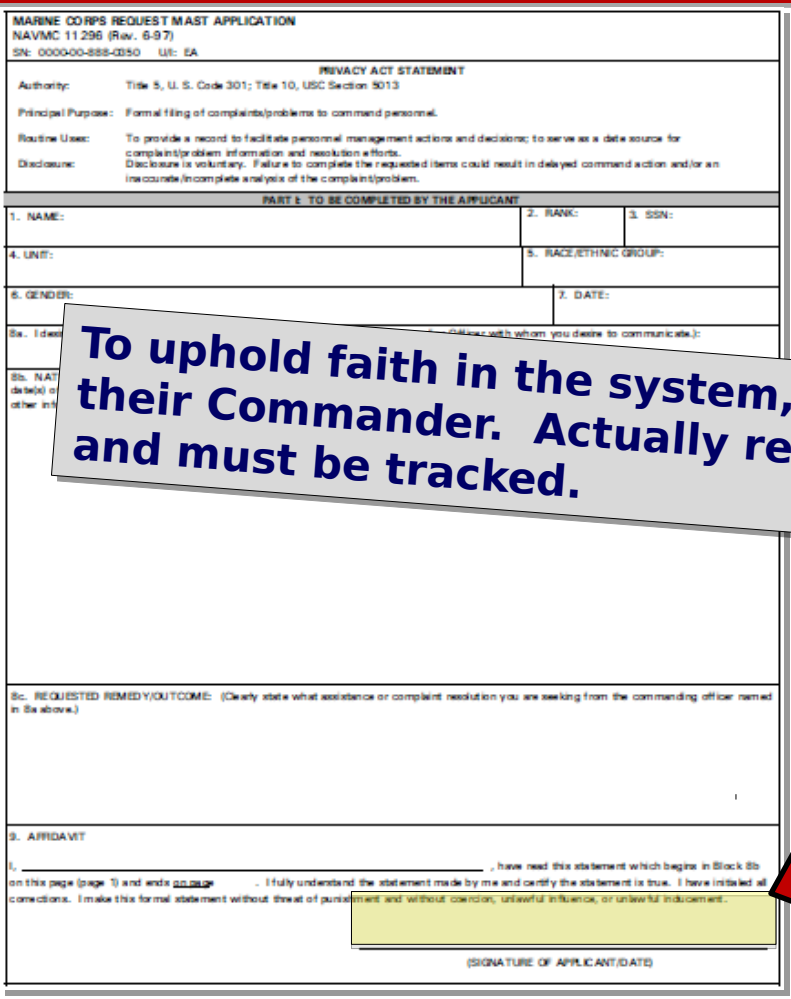
Final disposition, issue may not be resolved immediately

Final Commander to engage with Applicant. Sign & date, "stops the clock"

Applicant selects one acknowledgement.

Applicant and witness sign and date.

Request Mast Procedure



MARINE CORPS REQUEST MAST APPLICATION
NAVMC 11296 (Rev. 6-97)
SN: 0000-00-888-0050 U/I: EA

PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME: | 2. RANK: | 3. SSN:

4. UNIT: | 5. RACE/ETHNIC GROUP:

6. GENDER: | 7. DATE:

8a. I desire to see the following Officer with whom you desire to communicate.):

8b. NAT
date(s) o
other inf

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

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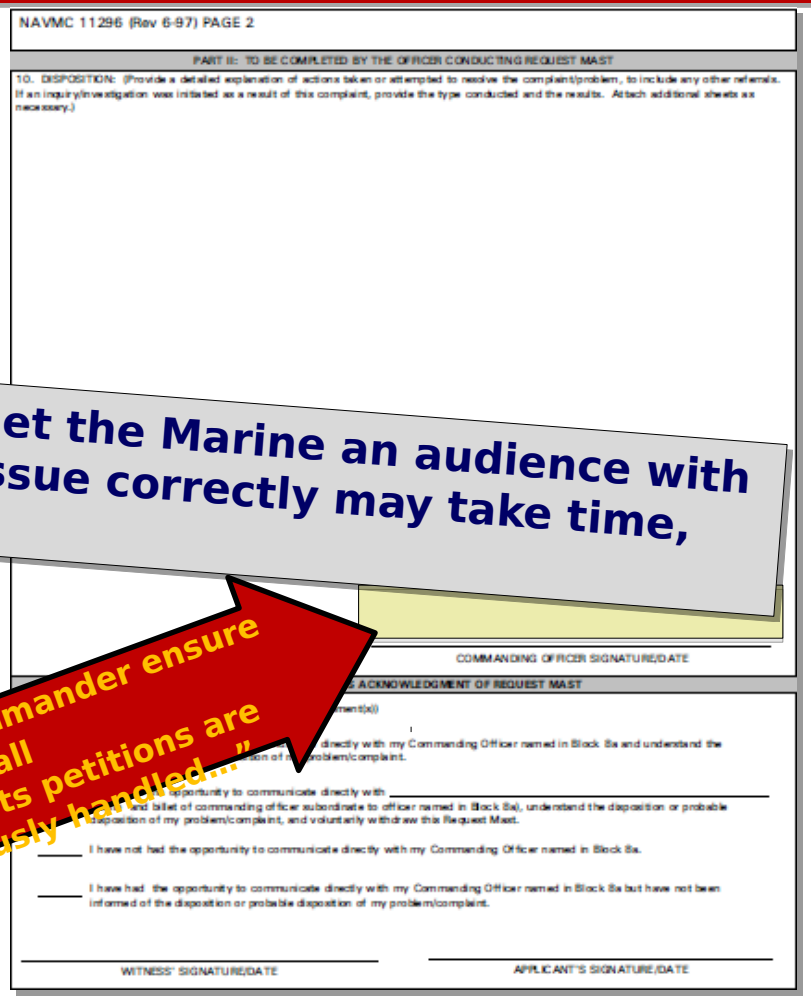

NAVMC 11296 (Rev 6-97) PAGE 2

PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

COMMANDING OFFICER SIGNATURE/DATE

ACKNOWLEDGMENT OF REQUEST MAST

directly with my Commanding Officer named in Block 8a and understand the
problem/complaint.

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and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

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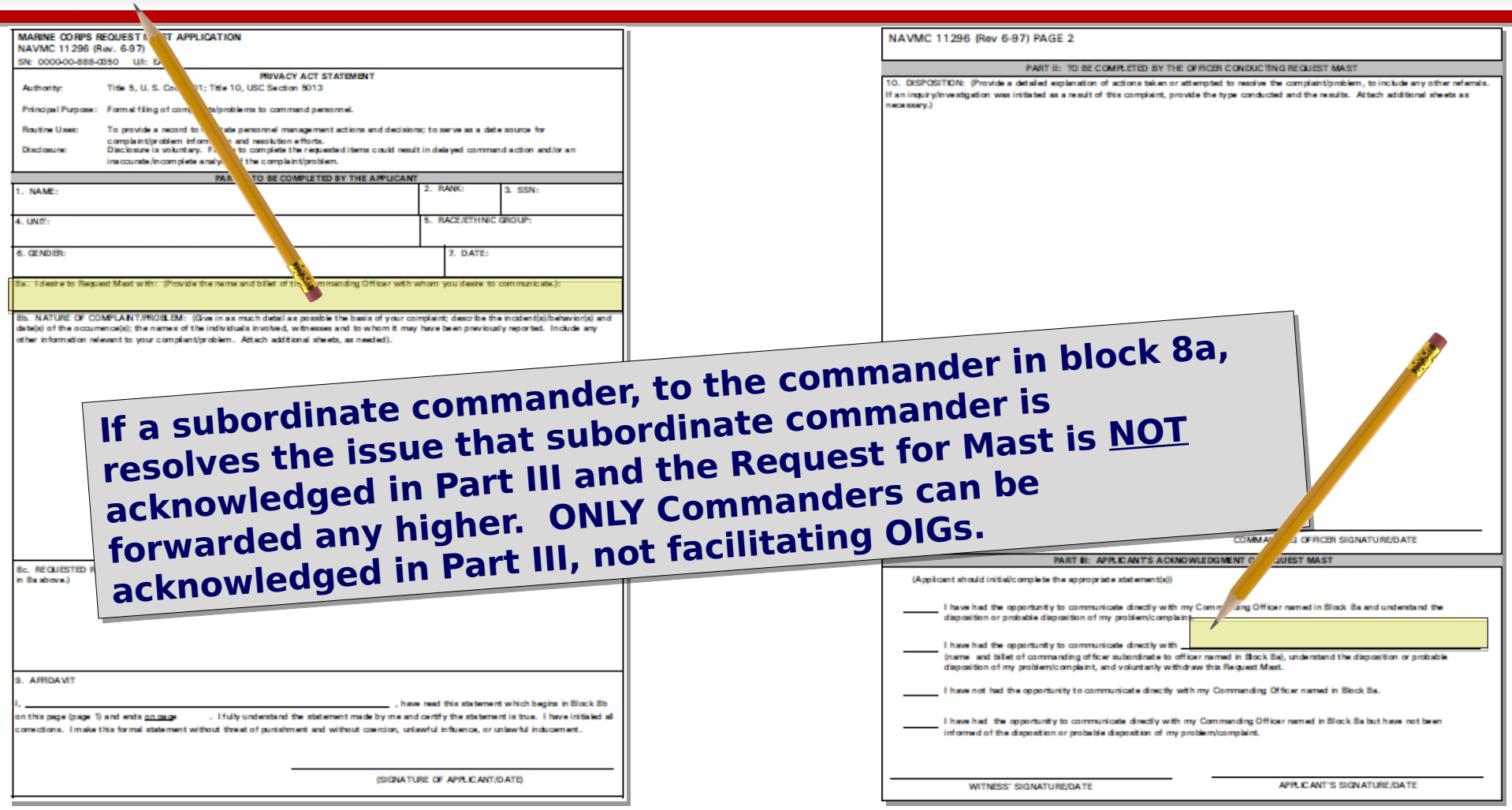
WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

To uphold faith in the system, we quickly get the Marine an audience with their Commander. Actually resolving the issue correctly may take time, and must be tracked.

"Does the commander ensure all Request Masts petitions are expeditiously handled..."

Request Mast Procedure



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8c. REQUESTED
in 8a above.)

9. AFFIDAVIT

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COMMANDING OFFICER SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____ (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

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_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

If a subordinate commander, to the commander in block 8a, resolves the issue that subordinate commander is acknowledged in Part III and the Request for Mast is NOT forwarded any higher. ONLY Commanders can be acknowledged in Part III, not facilitating OIGs.

Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

JK I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

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_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

- **Used when the Marine has seen the Commander designated in 8a.**
- **Marine understands the disposition of the complaint.**

Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

JK I have had the opportunity to communicate directly with LtCol. Smedley D. Butler USMC (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

- **Used when a Marine sees a subordinate commander and understands the disposition <u>and</u> voluntarily withdraws sending the Request for Mast up to the commander originally designed in block 8a.**
- **This will never be used in a sealed "eyes only" request.**

Request Mast Procedure

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- **Used when a Commander refuses to directly communicate with an applicant.**
- **This is not the same as a denial.**

Request Mast Procedure

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_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

- **Used when a Commander grants an audience with an applicant but does not inform the applicant of the disposition.**
- **This is not the same as a denial.**

Request Mast Follow-Up

Commanders Request Mast Tracker and Follow-Up Procedures

Date of Affidavit	Applicant's Rank & Name	Date of Appearance with CO	Date of Final Disposition	Date Forwarded (if required)	30 Day Follow up & Reprisal Check	90 Day Follow up & Reprisal Check	6 Month Follow up & Reprisal Check

020 00 006 Are follow-up procedures in place to monitor each Request Mast issue to ensure it is resolved in a timely manner?

Questions